

BEFORE THE ARIZONA CORPORATION COMMISSION

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KRISTIN K. MAYES Chairman 3 **GARY PIERCE** Commissioner PAUL NEWMAN Commissioner SANDRA D. KENNEDY Commissioner 6 **BOB STUMP** Commissioner

ACT OF 1996

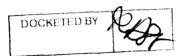
IN THE MATTER OF OWEST

* 2010 NOV -1 P 4: 38

AZ CORP COMPLECION Arizona Corporation Commission

DOCKETED

NOV - 1 2010



CORPORATION'S COMPLIANCE WITH **\$271 OF THE TELECOMMUNICATIONS**

DOCKET NO. T-00000A-97-0238

OWEST'S QUARTERLY REPORT REGARDING ITS CHANGE MANAGEMENT PROCESS

Qwest Corporation ("Qwest") submits this Quarterly Report regarding its Change Management Process pursuant to the Arizona Corporation Commission's ("ACC") Order¹ relating to Qwest's Operational Support systems ("OSS"), which, among other things, adopted certain reporting recommendations in Staff's Supplemental Report on Owest's Compliance with Checklist Item No. 2: Access to Unbundled Network Elements (UNEs), Change Management Process and Stand-Alone Test Environment, dated May 7, 2002 ("Staff's CMP Report"), at pp. 14-15.

In Staff's CMP Report, Staff recommended that Qwest develop a report on the effectiveness of the Re-Designed Change Management Process, to be filed with the ACC on a quarterly basis.² In accordance with that recommendation, Qwest began submitting quarterly CMP reports in August 2002, beginning with data for the second calendar quarter of 2002. The Commission adopted Staff's reporting recommendation in its OSS

Decision No. 66224, ACC Order, In the Matter of US WEST Communication, Inc.'s Compliance with §271 of the Telecommunications Act of 1996, at ¶72, 151, and ordering paragraphs (August 28, 2003)("OSS Order"). Staff's CMP Report at 15.

³ OSS Order, at ¶72, 151, and ordering paragraphs (August 28, 2003).

⁴ Further information regarding each CR can be found using the Product/Process Interactive Reports and Systems Interactive Reports on Qwest's wholesale web site. Links to those reports can be found at the following URL: www.qwest.com/wholesale/changerequest.html

Order.³ Qwest submits this report regarding events that occurred from July 1, 2010 through September 30, 2010 ("3Q2010") in accordance with the Commission's Order.

The information outlined by Staff in its recommendation is included in Exhibits A through D to this report, along with additional relevant information, as described below.

Exhibit A, entitled Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted_3rd Quarter 2010 (" 3Q2010"), sets forth a listing of the number of CLEC and Qwest originated systems and product/process Change Requests ("CRs"), along with the percentage of the total CRs submitted during the quarter by CLECs and Qwest, and a listing of all of the CRs submitted during the quarter, including the date on which the change was submitted, CR number, summary of the change requests, and the party that submitted the change.⁴

During 3Q2010, CLECs submitted one system CRs, which constituted 17% of the total number of systems CRs, and zero product/process CRs, which constituted 0% of the product/process CRs. Qwest submitted five systems CRs, which constituted 83% of the total number of systems CRs, and six product/process CRs, which constituted 100% of the product/process CRs.⁵

Exhibit B, entitled Qwest Wholesale Change Management Process: Status and Disposition of Changes/ 3rd Quarter 2010, sets forth a summary of the current status or disposition of all systems and product/process changes. These changes are listed in the following order:

⁵ Section 5.4 of Qwest's Wholesale Change Management Process Document ("Wholesale CMP") provides that Qwest must submit CRs for Level 4 product/process changes. While Qwest does not submit CRs to initiate Level 0-3 product/process changes, information regarding those changes is included in Exhibit A.

- 2 CLE
 - CLEC Product/Process Change Requests

CLEC Systems Change Requests

- Qwest Systems Change Requests
- Qwest Product/Process Change Requests and Changes

Within the listing of Qwest Product/Process Change Requests and Changes, Qwest Level 4 changes (which require a CR) are listed first, followed by an aggregate listing of Level 1-3 changes.⁶ For each change listed, Exhibit B contains the date on which the change was submitted, the type of change or CR number, a summary of the change, the status and proposed effective date, if applicable, and the party that submitted the change.

Exhibit C, entitled Qwest Wholesale Change Management Process: Summary of Change by Interface Release/3rd Quarter 2010, sets forth information regarding interface changes that were implemented during 3Q2010.

Exhibit D, entitled Qwest Wholesale Change Management Process: Escalation, Dispute Postponement Process/3rd Quarter 2010, which sets forth the escalations and dispute resolutions initiated from July 1, 2010 through September 30, 2010. This table lists the issues escalated and those taken to dispute resolution, if any, along with the resolution reached.

Finally, Qwest has also attached as Exhibit E an updated matrix that catalogues Qwest's compliance with each of the sections of Qwest's Wholesale CMP⁷ to provide additional data regarding the effectiveness of the CMP. The matrix shows that the core provisions of the redesigned process have been in effect for many years now and lists the timeframes and Qwest deliverables in the Wholesale CMP – each of which was defined

⁶ Level 0 changes are defined as those that do not change the meaning of documentation, do not alter CLEC operating procedures, and are effective immediately without notice. Because these changes do not require any notification, web change form, or history log, they are not tracked and are not reported here.

⁷ The current version of Qwest's Wholesale CMP can be found on the "What is CMP?" page of Qwest's wholesale web site at http://www.qwest.com/wholesale/cmp/whatiscmp.html

1	and agreed to through the redesign process - along with specific information detailing
2	Qwest's record of compliance with those obligations. Qwest's compliance rate continues
3	to exceed 99%.
4	RESPECTFULLY SUBMITTED this \(\sumset \frac{5}{\text{t}} \) day of November, 2010.
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14	filing this \(\sumsymbol{\sumsymbol{\sumsymbol{\sumsymbol{\sum}}}\) day of November, 2010 with/to:
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EXHIBIT A

Qwest Wholesale Change Management Process: CLEC and Qwest Change Requests Submitted 3rd Quarter 2010

	CLECs	Qwest
Number of Systems CRs:		
	1	5
Percentage of total Systems		
CRs:	17%	83%
Number of Product/Process CRs:		
	0	9
Percentage of total		
Product/Process CRs:	%0	100%

	Systems	Systems Change Requests	
Date submitted	Change Request number	Summary of change	Submitter
7/16/2010	SCR071610-1	Client Self Test	AT&T
8/19/2010	SCR081910-1	Enhance CEMR Functionality to provide troubleshooting flow for Advanced Security Screen	Qwest Corporation
8/19/2010	SCR081910-2	CEMR – Where is my Tech status for Repair	Qwest Corporation
8/26/2010	SCR082610-1	Add additional Not Met Appointment Jeopardy Codes to Wholesale systems	Qwest Corporation
8/30/2010	SCR083010-1	Expand the SCA field to allow optional conditioning to be requested	Qwest Corporation
9/9/2010	SCR090910-1	Add 0B verification code to the CEMR help page	Qwest Corporation
	Product/Pro	Product/Process Change Requests	
Date Submitted	Change Request number	Summary of change	Submitter
7/20/2010	PC072010-1	092310 REVISED Change in process in Minnesota AND MONTANA for Non Loaded and ADSL Compatible Loops used to provide xDSL services	Owest Corporation
7/22/2010	PC072210-1	Grandfather Custom Calling Services Packages in Arizona and Minnesota	Qwest Corporation
		Grandfather Centrex 21, Qwest Business Line Plus (QBLP) and Utility Line in Idaho North REVISED 08/18/10 Grandfather Centrex 21, Qwest Line Business	
7/23/2010	PC072310-1	Plus and Utility Line in Idaho North	Qwest Corporation

		Eliminate the Application to Application offer for the	
7/23/2010	PC072310-2	Qsearch Service	Qwest Corporation
7/29/2010	PC072910-1	Elimination of products in multiple states	Qwest Corporation
		Process to request a waiver of termination fees on Qwest	
		Choice Business Packages term agreements in the	
9/1/2010	PC090110-1	event of a Death or Military Call to Duty.	Qwest Corporation

EXHIBIT B

Date Submitted Type of Change/CR Number Schrifted Systems Change Requests Status/proposed effective Submitter 7/16/2010 SCR07/1610-1 CliEC Product/Process Change Requests Status/proposed effective Submitter Date Submitted Type of Change/CR Number Client Self Test Development/1st Qtr 2011 AT&IT Date Submitted Type of Change/CR Number Summary of change Status/proposed effective Submitter B419/2010 SCR081810-1 Louise Submitter Submitter Status/proposed effective Submitter B719/2010 SCR082610-2 CEMR - When he is my Test Advanced Security Streen Status/proposed effective Submitter B719/2010 SCR082610-1 Calk - When he is my Test Advanced Security Streen Development Qwest Corporation B719/2010 SCR082610-1 Add additional Not Mark Appointment Joopardy Prioritized/4-18-11 Qwest Corporation B719/2010 SCR082610-1 Add B8 varification code to the CEMR Requests and change Streen Status/proposed effective Submitter B719/2010 SCR083010-1 Add B8 varification code to the CEMR Requests and change Streen Status/proposed effe			3rd Quarter 2010		
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Enhance CEMR Functionality to provide SCR081910-1 troubleshooting flow for Advanced Security Screen SCR081910-2 CEMR - Where is my Tech status for Repair Add additional Not Met Appointment Jeopardy SCR082610-1 Codes to Wholesale systems SCR083010-1 Expand the SCA field to allow optional conditioning SCR083010-1 Add 0B verification code to the CEMR help page Type of Change/CR Number Type of Change/CR Number Summary of change Compatible Loops used to provide xDSL services Compatible Loops used to provide xDSL services	mitted	Type of Change/CR Number		Status*/proposed effective date	Submitter
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SCR083010-1 SCR083010-1 Add 0B verification code to the CEMR help page Cavest Product/Process Change Requests and changes Type of Change/CR Number PC072010-1 AND MONTANA for Non Loaded and ADSL Compatible Loops used to provide xDSL services Scr083010 REVISED Change in process in Minnesota AND MONTANA for Non Loaded and ADSL Compatible Loops used to provide xDSL services	2010	SCR082610-1	Add additional Not Met Appointment Jeopardy Codes to Wholesale systems	Prioritized/4-18-11	Qwest Corporation
SCR090910-1 Add 0B verification code to the CEMR help page Development/10-25-10 Qwest Product/Process Change Requests and changes Type of Change/CR Number Summary of change BC072010-1 Summary of change in process in Minnesota Aate AND MONTANA for Non Loaded and ADSL Compatible Loops used to provide xDSL services	2010	SCR083010-1	Expand the SCA field to allow optional conditioning to be requested	Prioritized/4-18-11	Qwest Corporation
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PC072010-1 092310 REVISED Change in process in Minnesota Development/11-22-10 AND MONTANA for Non Loaded and ADSL Compatible Loops used to provide xDSL services	omitted	Type of Change/CR Number	Summary of change	Status*/proposed effective date	Submitter
	2010	PC072010-1	092310 REVISED Change in process in Minnesota AND MONTANA for Non Loaded and ADSL Compatible Loops used to provide xDSL services	Development/11-22-10	Qwest Corporation

Qwest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation	Submitter	Owest Corporation	Qwest Corporation	Owest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation
Completed/10-4-10	Completed/9-20-10	Completed/9-9-10	Completed/10-4-10	Deferred	Effective date	07/01/10	07/02/10	08/02/10	07/09/10	07/09/10	01/08/10	01/08/10
Grandfather Custom Calling Services Packages in Arizona and Minnesota	Grandfather Centrex 21, Qwest Business Line Plus (QBLP) and Utility Line in Idaho North REVISED 08/18/10 Grandfather Centrex 21, Qwest Line Business Plus and Utility Line in Idaho North	Eliminate the Application to Application offer for the Qsearch Service	Elimination of products in multiple states	Process to request a waiver of termination fees on Qwest Choice Business Packages term agreements in the event of a Death or Military Call to Duty.	Summary of change	CMP- Local Service Ordering Guidelines (LSOG) - End User (EU) V56 Update to the Qwest Eastern and Central Community Name Table	CMP - IMA-GUI Web Based Training Updated / IMA Release 28.0 Training	CMP-Local Service Ordering Guidelines (LSOGs), Product Catalog and Business Procedure Updates Associated with IMA 28.0 System Release	CMP- Bona Fide Request (BFR) and Special Request (SR) Processes - V43.0	CMP- Intercept CLEC Customer Calls to Qwest Repair Center	CMP- Performance Results Reports in PID Format and Qwest PAP Aggregate Payment Reports URL Redirect	CMP- Retract Intercept CLEC Customer Calls to Qwest Repair Center
PC072210-1	PC072310-1	PC072310-2	PC072910-1	PC090110-1	Level of Change	Level 1	Level 1	Level 2	Level 1	Level 1	Level 1	Level 1
7/22/2010	7/23/2010	7/23/2010	7/29/2010	9/1/2010	Date Announced	07/01/10	07/02/10	01/02/10	07/08/10	01/08/10	07/09/10	01/09/10

07/12/10

CMP-Resale-Promotions - V5.0 and Resale-

Level 1

01/60/10

01/60/10

07/12/10

07/12/10

07/13/10

07/14/10

07/16/10

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07/19/10

07/22/10

07/26/10

Qwest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation	Owest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation	Owest Corporation	Qwest Corporation	Owest Corporation
08/02/10	07/29/10	07/30/10	08/02/10	08/02/10	09/13/10	08/09/10	03/01/10	08/27/10	08/16/10	08/17/10	08/18/10	09/20/10	09/09/10
CMP-FINAL NOTICE Removal of Technical Publication, 77413, IP Centrex, Issue A	CMP-Migrations and Conversions Overview - V40.0	CMP- Local Service Ordering Guidelines (LSOG) - End User (EU) V56 Update to the Qwest Central Community Name Table-CORRECTION	CMP- Local Service Request (LSR) LSOG 6 Form Preparation Guide V63.0	CMP-Ordering Overview - V162.0	CMP- Unbundled Local Loop - Asymmetric Digital Subscriber Line (ADSL) Compatible Loop - V24.0	CMP- Local Service Ordering Guidelines (LSOG) - End User (EU) V57 Update to the Owest Central Community Name Table and Eastern Community Name Table	CMP - Enhancements to the Qwest Wholesale website - Accessible Notice Repository (ANR)	CMP-FINAL NOTICE Collocation - CLEC and Qwest Cabling Receipt Overview - V6.0	CMP- LSOG Updates Associated with Release 28.0 Addendum 1	CMP-Directory Listing Providers Business Procedure - V47.0	CMP- LSOG Updates Associated with Release 28.0 Addendum 2	CMP - Resale - Centrex 21 - V32.0 - Idaho specific	CMP- QSearchä Service - V11.0
Level 2	Level 1	Level 1	Level 1	Level 1	Level 3	Level 1	Level 2	Level 3	Level 1	Level 1	Level 1	Level 4	Level 2
01/26/10	07/28/10	07/30/10	07/30/10	07/30/10	08/05/10	08/09/10	08/11/10	08/12/10	08/16/10	08/16/10	08/18/10	08/18/10	08/19/10

Qwest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation	Qwest Corporation
10/04/10	09/20/10	10/11/10	10/09/10	10/25/10	11/08/10	09/29/10
CMP-FINAL NOTICE Grandfather Custom Calling Package USOCs-Arizona and Minnesota Specific	CMP- Local Service Ordering Guidelines (LSOG) - End User (EU) V58 Update to the Qwest Central Community Name Table, Eastern Community Name Table, and Western Community Name Table	CMP-FINAL NOTICE and Qwest Response to CLEC Comments on Unbundled Local Loop - Asymmetric Digital Subscriber Line (ADSL) Compatible Loop - v24.0 RENOTICE	CMP-FINAL NOTICE Grandfather Qwest ChoiceTM Home Packages - New Mexico specific	CMP-Local Service Ordering Guidelines (LSOGs) and Business Procedure Updates Associated with IMA 29.0 System Release	CMP-xDSL Capable Loop Enhancements - Minnesota and Montana Specific- REVISED	CMP - Resale - General V81.0
Level 4	Level 1	Level 3	Level 4	Level 2	Level 4	Level 1
09/17/10	09/20/10	09/24/10	09/24/10	09/27/10	09/27/10	09/28/10

EXHIBIT C

Qwest Wholesale Change	Management Process: Summary of cha	nge by interface release
	3rd Quarter 2010	
	EXACT	
	Number of CRs	
CLEGGRS	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
resonant may vide the same it see see that the same and the		
	Loss and Completions	
	Number of CRs	
CLEC ORs	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
	- Billing	
登場,於其中的宣傳的語言,以於時間,其中的語言,其實驗的方式。)	
	Number of CRs	
CLEC ORS	, 0	
Qwest CRs	1	
Change Request number SCR030110-1	Summary	Submitter
SCR030110-1	Implementation of CABS BOS Version 50	Qwest Corporation
	SATE	
	SATE	
	Number of CRs	
CLEC CRs	Number of CRs	
	Number of CRs	
CLEC CRs Qwest CRs	Number of CRs 0 0	
CLEC CRs	Number of CRs	Submitter
CLEC CRs Qwest CRs	Number of CRs 0 0	
CLEC CRs Qwest CRs	Number of CRs 0 0	
CLEC CRs Qwest CRs Change Request number	Number of CRs 0 0 Summary CEMR	
CLEC CRs Qwest CRs Change Request number	Number of CRs 0 0 Summary CEMR Number of CRs	
CLEC CRs Qwest CRs Change Request number CLEC CRs	Number of CRs 0 0 Summary CEMR Number of CRs 0	
CLEC CRs Qwest CRs Change Request number	Number of CRs 0 0 Summary CEMR Number of CRs	
CLEC CRs Qwest CRs Change Request number CLEC CRs	Number of CRs 0 0 Summary CEMR Number of CRs 0	
CLEC CRs Qwest CRs Change Request number CLEC CRs Qwest CRs	Number of CRs 0 0 Summary CEMR Number of CRs 0 0	Submitter
CLEC CRs Qwest CRs Change Request number CLEC CRs Qwest CRs	Number of CRs 0 0 Summary CEMR Number of CRs 0 0	Submitter
CLEC CRs Qwest CRs Change Request number CLEC CRs Qwest CRs . Change Request number	Number of CRs 0 0 Summary CEMR Number of CRs 0 0 Summary	Submitter Submitter
CLEC CRs Qwest CRs Change Request number CLEC CRs Qwest CRs	Number of CRs 0 0 Summary CEMR Number of CRs 0 0	Submitter
CLEC CRs Qwest CRs Change Request number CLEC CRs Qwest CRs . Change Request number	Number of CRs 0 0 Summary CEMR Number of CRs 0 0 Summary Process and Documentation	Submitter Submitter
CLEC CRs Qwest CRs Change Request number CLEC CRs Qwest CRs . Change Request number	Number of CRs 0 0 Summary CEMR Number of CRs 0 0 Summary	Submitter Submitter

Qwest CRs	4	
Change Beguest number	Summon	Submitter
Change Request number	Summary Constitution Posidential Posices	
PC022410-1	Grandfather Residential Packages	Qwest Corporation
PC050510-1	Removal of Internet Protocol (IP) Centrex Station Lines from the tariffs	Qwest Corporation
	Grandfather Centrex 21, Qwest Business Line	
	Plus (QBLP) and Utility Line in Idaho North	
	REVISED 08/18/10 Grandfather Centrex 21,	
	Qwest Line Business Plus and Utility Line in	
PC072310-1	Idaho North	Qwest Corporation
	Eliminate the Application to Application offer	
PC072310-2	for the Qsearch Service	Qwest Corporation
	ASR Gateway/QORA UOM	
	Number of CRs	· · · · · · · · · · · · · · · · · · ·
CLEC CRS	1	
Qwest CRs	1	
Change Request number	Summary	Submitter
SCR060509-1	QORA Allow Access to Multiple ACNAs	Integra
	ASOG 41 Industry Release/QORA and ASR	
SCR050310-1IG	Gateway Enhancements	Qwest Corporation
	MEDIAAC	
	Number of CRs	
	Number of CKS	· · · · · · · · · · · · · · · · · · ·
CLECICRS	0	
Qwest CRs	0	
Change Request number	Summary	Submitter
	-	
	IMA	
	Number of CRs	
CLEC CRs	0	
Qwest CRs	1	
Qwest Crs	1	
Change Request number	Summary	Submitter
Change Request humber		- Japinittoi
SCR011910-1RG	FCC LNP Simple Port Request Interval Reduction to One Business Day	Qwest Corporation
301011910-110	Neduction to One Dusiness Day	QWC3L Corporation

EXHIBIT D

Qwest Whole	sale Change Mana	gement Process: Escalation, Dispute, Postponeme	nt Process
有 设计算计划的操作等。让		3rd Quarter 2010	
Note: Escalation det	ail is available at htt	p://www.qwest.com/wholesale/cmp/escalations.html	
Note: Dispute detail	is available at http://	/www.qwest.com/wholesale/cmp/dispute.html	
Note: Postponement	detail is available a	at http://www.qwest.com/wholesale/cmp/dispute.html	

EXHIBIT E

Supporting References	Supporting data can be found at the following URL: http://www.qwest.com/wholesal e/cmp/changerequest.html (Select either CLEC-Qwest Change Request - Product/Process Interactive Reports or CLEC-Qwest Change Request - Systems Interactive Reports.)	
Qwest's Record of Compliance	Qwest has complied with this process for over 107 months. Qwest processed 612 new OSS Interface CRs between October 3, 2001 and September 30, 2010. Qwest processed 390 new Product Process CRs between October 3, 2001 and September 30, 2010. Qwest has rejected only 7 CRs on the grounds that they were deemed to be out of scope of the Change Management Process.	
Date Process was Implemented	October 3, 2001	
Date Process was Baselined by the Redesign Team	October 2, 2001 Meeting minutes that reflect that the Redesign Team reached agreement on this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 2-3 Final Minutes, page 4 paragraph 1.)	
Process	Section 1 Introduction and Scope Qwest implemented Section 1 as agreed to by the Redesign Team.	

Section 2 Managing the Change Management Process Qwest implemented Section 2 as agreed to by the Redesign Team.	the Implemented -section. Qwest implemented Section 2 as specified in the Qwest's Record of Compliance column.	Owest has modified the processes, as necessary, as determined by the Redesign Team. Owest posts a POC list to the CMP web site. CMP Managers have been in place since the inception of CMP in 1999. CR Project Managers have been in place (fulfilling the roles and responsibilities described	Supporting data can be found at the following URLS: http://www.qwest.com/wholesal e/cmp/poc.html (CLEC-Qwest POC List) http://www.qwest.com/wholesal e/cmp/changerequest.html (See
		Qwest has modified the processes, as necessary, as determined by the Redesign Team. Qwest posts a POC list to the CMP web site. CMP Managers have been in place since the inception of CMP in 1999. CR Project Managers have been in place (fulfilling the roles and responsibilities described of CMP).	Supporting data can be found at the following URLS: http://www.qwest.com/wholesal e/cmp/poc.html (CLEC-Qwest POC List) http://www.qwest.com/wholesal e/cmp/changerequest.html (See either CLEC-Qwest Change
Managing the Change Management Process Qwest implemented Section 2 as agreed to by the Redesign Team.	specified in the Qwest's Record of Compliance column.	Owest posts a POC list to the CMP web site. CMP Managers have been in place since the inception of CMP in 1999. CR Project Managers have been in place (fulfilling the roles and responsibilities described)	http://www.qwest.com/wholesale/cmp/poc.html (CLEC-Qwest POC List) http://www.qwest.com/wholesale/cmp/changerequest.html (See either CLEC-Qwest Change
Management Process Qwest implemented Section 2 as agreed to by the Redesign Team.	Ówest's Record of Compliance column.	Owest posts a POC list to the CMP web site. CMP Managers have been in place since the inception of CMP in 1999. CR Project Managers have been in place (fulfilling the roles and responsibilities described to the color of the	http://www.qwest.com/wholesale/cmp/poc.html (CLEC-Qwest POC List) http://www.qwest.com/wholesale/cmp/changerequest.html (See either CLEC-Qwest Change
Qwest implemented Section 2 as agreed to by the Redesign Team.	Compliance column.	CMP Managers have been in place since the inception of CMP in 1999. CR Project Managers have been in place (fulfilling the roles and responsibilities described to the color of the color	e/cmp/poc.html (CLEC-Qwest POC List) http://www.qwest.com/wholesale/cmp/changerequest.html (See either CLEC-Qwest Change
agreed to by the Nedesligh Leath.		CR Project Managers have been in place (fulfilling the roles and responsibilities described	http://www.qwest.com/wholesale/cmp/changerequest.html (Seeeither CLEC-Qwest Change
		CR Project Managers have been in place (fulfilling the roles and responsibilities described	either CLEC-Qwest Change
		to the Carter American American 2001	
		in the CMP) since August, 2001.	Request – Product/Process Interactive Reports or CLEC-
			Qwest Change Request –
	-		Systems Interactive Reports These contain the names of the
			CR Project Managers assigned
			to each of the CKs.)
	-	Escalation/Dispute Resolution Managers have	http://www.qwest.com/wholesal
		been in place (fulfilling the roles and responsibilities described in the CMP) since	e/cmp/escdisp.ntml (See actual escalations.)
		September, 2001.	
		Owest nosted a CLEC comments tool to the CMP	http://www.qwest.com/wholesal
		web site.	tool the CLECs use to submit
			comments on a given PCAT or
		In April 2002, CLECs and Qwest agreed to	
		procedures to manage changes to the CMP. In	
		June 2002, CLECs and Qwest agreed to use a CR to manage changes	

Process	Date Process was Reselined by	Date Process was	Owest's Record of Compliance	Cunnerting Deferences
	the Redesign Team	Implemented		
Section 3	August 8, 2001	See Qwest's Record	Qwest has conducted CMP monthly meetings at	Supporting data can be found at
Meetings		of Compliance	least once per month since the inception of	the following URLS:
		column.	Qwest's CMP in 1999. In October, 2001, CMP	
Owest implemented	Meeting minutes that reflect that		monthly meetings were extended to two full day	http://www.qwest.com/wholesal
Section 3 as agreed to by	the Redesign Team reached		sessions per the request of the CLEC participants.	e/cmp/tmarchive.html (CMP
the Redesign Team.	agreement on this section of the		In March of 2005, an Exception request	meeting material, including
	Qwest Wholesale Change		(PC020205-3CM) was granted to allow the CMP	dates of meetings, distribution
	Management Process document		Product/Process and Systems Meetings to be held	packages and meeting minutes)
	can be found at the following		on the same day of each month.	
	URL:			http://www.qwest.com/wholesal
-	http://qwest.com/wholesale/cmp/r		Qwest has provided meeting materials, also known	e/cmp/index.html (Qwest's CMP
	edesign.html (see CMP Re-		as distribution packages, since the inception of	web site)
	Design Meeting August 7 & 8		Qwest's CMP in 1999. An improved distribution	
	Final Minutes - 8-29-01		package format was introduced in September,	
	Attachment 9, Page 8.)		2001 for the Product and Process CMP meetings	
			and in October 2001 for the Systems CMP	
			meetings.	
			Owest has recorded meeting minutes since August	
			15, 2001 for Product and Process CMP meetings,	
			and since September 19, 2001 for Systems CMP	
			meetings.	
			Owest has made a number of improvements to its	
			CMP website as a result of the Redesign effort.	

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 4 Types of Change	September 20, 2001	September 20, 2001	Qwest has complied with this process for over 108 months. It should be noted that there was an impasse	The CRs that were candidates for the IMA 10.0 Release, by CR
-	Meeting minutes that reflect		issue relating to the definition of Regulatory CRs that	type, can be found at the
Cwest implemented Section 4 as agreed to by	that the Kedesign Team reached agreement on this		was resolved on April 4, 2002. However, the team had reached agreement on the other aspects of the definition	following URL: http://www.qwest.com/wholesal
the Redesign Team.	section of the Qwest		and the impasse resolution did not change the language	e/downloads/2001/011012/Syste
	Wholesale Change Management Process		contained in the Qwest wholesafe Change Management Process document.	ms Distribution Doc.pdt (See Distribution Package for 10-18-
	document can be found at the			01, Attachment E for CRs
	following URL:		There were 4 Regulatory CRs, 0 Industry Guideline	originally classified as
	sale/cmp/redesign.html (See		Originated CRs on the candidate list for the IMA 10.0	Regulatory CRs and Attachment F for Qwest Originated and
	Meeting Minutes – CMP		Release.	CLEC Originated CRs. NOTE:
	Redesign Meeting September 18 and 20 Final Minutes.		There were 2 Regulatory CRs. 16 Industry Guideline	There were no industry Guideline CRs for the IMA 10 0
	Pages 6 and 7.)		CRs, 10 CLEC Originated CRs, and 12 Qwest	Release.
·			Originated CRs on the candidate list for the IMA 11.0	
			Kelease. It should be noted that the 2 Kegulatory CKs	,
			were for PLD improvements. Effective with Qwest's IMA 12.0 Release and beyond, PID improvements will	The CRs that were candidates for the IMA 11.0 Release by CR
	N		be treated as either CLEC Originated CRs or Qwest	type, can be found at the
			Originated CRs.	following URL:
			There was 1 Regulatory CR. 12 Industry Guideline CRs.	e/downloads/2002/02015/svste
			34 CLEC Originated CRs, and 13 Qwest Originated	msfebdistpackage.pdfhttp://www
			CRs on the candidate list for the IMA 12.0 Release.	.qwest.com/wholesale/download
		-	There was I Regulatory CR, 33 CLEC Originated CRs,	ckage.pdfhttp://www.qwest.com/
			and 17 Qwest Originated CRs on the candidate list for	wholesale/downloads/2002/0202
	-		the IMA 15.0 Release.	13/systemsrebdistpackage.pdf
			There were 0 Regulatory CRs, 38 CLEC Originated	
			CRs, and 15 Qwest Originated CRs on the candidate list	
			101 tile 1191A 14.0 Neledse.	
			There were 0 Regulatory CRs, 38 CLEC originated CRs and 20 Owest originated CRs on the candidate list	
			מונה לא בס לא בסו מונים מונים מונים מונים מונים מונים מונים וויסו	

											The state of the s
for the IMA 15.0 Release.	There were 0 Regulatory CRs, 33 CLEC originated CRs, and 19 Qwest originated CRs on the candidate list for the IMA 16.0 Release.	There were 0 Regulatory CRs, 33 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 17.0 Release.	There were 0 Regulatory CRs, 28 CLEC originated CRs, and 8 Qwest originated CRs on the candidate list for the IMA 18.0 Release.	There were 0 Regulatory CRs, 25 CLEC originated CRs, and 3 Qwest originated CRs on the candidate list for the IMA 19.0 Release.	There were 0 Regulatory CRs, 20 CLEC originated CRs, and 1 Qwest originated CR on the candidate list for the IMA 20.0 Release.	There were 0 Regulatory CRs, 18 CLEC originated CRs, and 2 Qwest originated CRs on the candidate list for the IMA 21.0 Release.	There were 0 Regulatory CRs, 15 CLEC originated CRs and 3 Qwest originated CRs on the candidate list for the IMA 22.0 Release.	There were 0 Regulatory CRs, 8 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 23.0 Release.	There were 0 Regulatory CRs, 4 CLEC originated CRs and 1 Qwest originated CR on the candidate list for the IMA 24.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 25.0 Release.	
· · · · · · · · · · · · · · · · · · ·											

There were 0 Regulatory CRs, 2 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 26.0 Release Note: Between Packaging and Commitment of IMA 26.0, 2 candidates were removed from the list due to lack of capacity in the release.	There was 1 Regulatory CR, 3 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 27.0 Release.	There was 1 Regulatory CR, 0 CLEC originated CRs and 1 Qwest originated CRs (same CR as the Regulatory CR) on the candidate list for the IMA 28.0 Release.	There were 0 Regulatory CRs, 1 CLEC originated CR and 1 Qwest originated CRs on the candidate list for the IMA 29.0 Release.	There were 0 Regulatory CRs, 0 CLEC originated CR and 2 Qwest originated CRs on the candidate list for the IMA 30.0 Release.	It should be noted that CLECs have had the ability to submit CRs since the inception of Qwest's Change Management Process fk.a. CICMP. Between January 1, 2000 and September 30, 2001, Qwest processed and closed 68 OSS Interface CRs.

		,		3
Frocess	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's record of Compliance	Supporting Keierences
Section 5	September 5, 2001 (Original)	October 1,	Owest has complied with the revised process	Supporting data can be found at:
		2001(Original)	107 months.	Http://www.qwest.com/wholesal
Sections 5.1 and 5.2	Meeting minutes that reflect that			e/cmp/changerequest.html
CLEC-Qwest OSS Interface	the Redesign Team reached	October 30, 2001	Between November 1, 2001 and September 30,	(Select CLEC-Qwest Change
Change Request Initiation	agreement on this section of the	(Revised)	2010, Qwest processed 577 new OSS Interface	Request – Systems Interactive
Process	Qwest Wholesale Change		CRs in accordance with the CLEC-Qwest OSS	Reports.)
	Management Process document		Interface Change Request Initiation Process.	
Qwest implemented Section	can be found at the following	-	There are up to 9 CMP milestones for each CR	
5.1 as agreed to by the	URL:		1.) Send Acknowledgement; 2.) Post CR to	
Redesign Team.	http://www.qwest.com/wholesal	-	Web; 3.) Contact CR Originator; 4.) Hold	
	e/cmp/redesign.html (See		Clarification Meeting; 5.) Send Initial Qwest	
Qwest implemented the	Meeting Minutes – CMP		Response; 6.) Post Initial Qwest Response to	
process improvements that	Redesign Meeting September 5		Web; 7.) Present CR; 8.) Send Final Qwest	
were agreed to by the	Final Minutes, Page 4.)	-	Response, if applicable; and 9.) Post Final	
Redesign Team.			Qwest Response to Web, it applicable.	
	October 16, 2001 (Revised)			
		-	For the time period specified above, Qwest is	
	Meeting minutes that reflect that		responsible for missing only 11 milestones of a	
	the Redesign Team agreed to	-	possible 5193 milestones that have occurred so	
	modify this section may be		far. This equates to an average compliance rate	
	found at the following URL:		of 99.81%.	
	http://www.gwest.com/wholesal			
	e/cmn/redesign.html (See		Following is a description of the missed	
	Meeting Minutes – CMP		milestones:	
	Redesign Meeting October 16			
	Final Minutes, Page 2.)		SCR012802-1 Milestone Missed: Initial	
			Response Posted to Web Explanation: The	
			initial response was sent to the CLEC on time,	¥.
			however, the initial response was not posted to	
		-	the web until the following day. A process	
			improvement was implemented in April, 2002	
		-	to correct this deficiency.	
			2.) SCR012802-1 Milestone Missed: Final	
			Response Issued: Explanation: The	
		-	functionality originally requested is not	
			feasible. However, Qwest agreed to conduct an	
			ongoing analysis of issues identified by the	

CLECs. Therefore, a final response has not	been issued and this CR has not been closed	3.) SCR012802-1 Milestone Missed: Final	Response Posted to Web. Explanation: The	functionality originally requested is not	feasible. However, Qwest agreed to conduct an	ongoing analysis of issues identified by the	CLECs. Therefore, a final response has not	been issued and this CR has not been closed.	4.) SCR012802-2 Milestone Missed: Initial	Response Posted to Web	Explanation: The initial response was sent to	the CLEC on time, however, the initial	response was not posted to the web until the	following day. A process improvement was	implemented in April, 2002 to correct this	deficiency.	5.) SCR062402-01 Milestone Missed: Initial	Response Explanation: The initial response was	not posted to until the following day.	6.) SCR062402-01 Milestone Missed: Initial	Response Explanation Posted to Web: The	initial response was not posted until the	following day.	7.) SCR122002-01 Add UNE-P Centrex 21 to	SATE. Milestone Missed: Acknowledgement	of CR. The acknowledgement was missed by	one day.	8) .SCR122002-0 Add Service order inquiry	status (SOSI) to SATE. Milestone Missed:	Acknowledgement of CR. The	acknowledgement was missed by one day.	9.) SCR073003-01 IMA Add New IMA Reject	Reason "Requested Product Not Available"	Milestone Missed: Acknowledgement of CR	was missed due to the evaluation of this CR to	determine if it should be processed as a systems	or Product/Process CR.	10.) SCR073003-01 IMA Add New IMA	Reject Reason "Requested Product Not
			-												-																						-		
																																					,		-

Available "Milestone Missed: CR Posted to Web was missed due to the evaluation of this CR to determine if it should be processed as a systems or P/P CR. 11.) SCR071610-1 Client Self Test Milestone Missed: Clarification meeting not held in required timeframe.	Correction: Qwest originally reported that it was responsible for missing 1 additional milestone. The milestone was missed because the CLEC did not show up for the clarification meeting so the meeting had to be rescheduled	(see SCR120301-1). Note: Discussions to clarify Qwest-originated	informally within Qwest by the originator of the CR and the Qwest Subject Matter Experts (SMFs) before the CR is even submitted to the	CMP and meeting minutes are not prepared for such discussions. After the CR is formally submitted to the CMP, if is forwarded to Qwest	SMEs, who may clarify the CR (although that is usually not necessary, as clarification discussions have already been held before the	CR is submitted to CMP). In general, the date that the CR is forwarded to the Qwest SMEs is	measurement purposes.

Process	Date Process was Baselined by the	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
	Redesign Team			
Section 5.3 CLEC Product/Process	September 5, 2001 (Original)	October 1, 2001(Original)	Qwest has complied with the revised process for 103 months.	Supporting data can be found at: Http://www.qwest.com/wholesale
Change Request Initiation)	` `		/cmp/changerequest.html (Select
Process	Meeting minutes that	October 30, 2001	Between November 1, 2001 and September 30,	CLEC-Qwest Change Request —
	reflect that the Redesign	(Revised)	2010, Qwest processed 258 new CLEC	Product and Process Interactive
Owest implemented Section	Team reached agreement		Product/Process CRs in accordance with the CLEC	Reports.)
5.3 as agreed to by the Redection Team	Owest Wholesale		Process There are in to 9 CMP milestones for	,556
	Change Management	**	each CR 1.) Send Acknowledgement; 2.) Post CR	
Owest implemented the	Process document can be	4.	to Web; 3.) Contact CR Originator; 4.) Hold	
process improvements that	found at the following		Clarification Meeting; 5.) Send Initial Qwest	
were agreed to by the	URL:		Response; 6.) Post Initial Qwest Response to Web;	
Redesign Team.	http://www.qwest.com/w		7.) Present CR; 8.) Send Final Qwest Response, if	
	holesale/cmp/redesign.ht		applicable; and 9.) Post Final Qwest Response to	
	ml (See Meeting		Web, if applicable.	
	Minutes – CMP	1: -		
	Redesign Meeting		For the time period specified above, Qwest is	
•	September 5 Final	-	responsible for missing only 9 milestones out of a	
	Minutes, Page 4.)		possible 2322 milestones that have occurred so far.	
			This equates to an average compliance rate of	
	October 16, 2001		99.61%.	
	(Revised)			
			Following is a description of the missed	
	Meeting minutes that		milestones:	
	reflect that the Redesign			
	Team agreed to modify		PC110201-2 Milestone Missed: Customer	
	this section may be		Contacted Explanation: Employee was ill,	
	found at the following		manager did not reassign CR to a backup	
	URL:		employee. Missed milestone by 2 days.	
	http://www.qwest.com/w		PC110201-2 Milestone Missed: Clarification	
	holesale/cmp/redesign.ht		Meeting Held Explanation: CRPM was ill,	
	ml (See Meeting		manager did not reassign CR to a backup	
	Minutes – CMP	-	employee. Missed milestone by 13 days. It is not	
	Redesign Meeting		clear in the notes why the meeting was scheduled	
	October 16 Final		for 11/27. The CLEC was contacted on 11/12.	
	Minutes, Page 2.)		PC120301-2 Milestone Missed: Clarification	

Meeting Held Explanation: The date that the	clarification meeting should have been held	conflicted with the monthly CMP meetings, so the	clarification meeting was held 2 days late.	PC120301-3 Milestone Missed: Clarification	Meeting Held Explanation: The date that the	clarification meeting should have been held	conflicted with the monthly CMP meetings, so the	clarification meeting was held 2 days late.	PC120301-4 Milestone Missed: Clarification	Meeting Held Explanation: The date that the	clarification meeting should have been held	conflicted with the monthly CMP meetings, so the	clarification meeting was held 2 days late.	PC120301-5 Milestone Missed: Clarification	Meeting Held Explanation: The date that the	clarification meeting should have been held	conflicted with the monthly CMP meetings, so the	clarification meeting was held 4 days late.	PC110201-1 Milestone Missed: Clarification	Meeting Held Explanation: The clarification	meeting was held 3 days late.	PC062603-1 Milestone Missed: Send	Acknowledgement Explanation:	Acknowledgement was missed by 2 days.	PC042108-02 Milestone Missed: Clarification	Meeting Held Explanation: Clarification meeting	was not held with entire CLEC Community.
Me Me	cla	00	cla		— We	cla	100	cla		— Me	cla	100	cla	PC	Me	cla	100	cla		Me	me	- PC	Ac	Ac		Me	wa
				-					-												-			-			
To the state of th									-								-	-						-			

Process	Date Process was	Date Process was	Qwest's Record of Compliance	Supporting Kererences
	Baselined by the Redesign Team	Implemented		
Section 5.4	Qwest implemented the	April 1, 2002 (Original)	Qwest has complied with the original process for over	Supporting data can be found at:
Qwest Initiated	process as agreed to in		92 months and the revised process for over 99	http://www.qwest.com/wholesal
Product/Process Changes	concept during the March	April 22, 2002	months.	e/notices/cnla/ (Select Product,
	19 CMP Redesign	(Revised)		Process, Training, Network-
Qwest implemented	Meeting.		Between April 1, 2002 and September 30, 2010,	Tech Pubs)
Section 5.4 as agreed to by			Qwest submitted 2704 new Product/Process Changes	
the Redesign Team.	Meeting minutes that		in accordance with the Qwest Product/Process Change	Http://www.qwest.com/wholesal
	reflect that the Redesign		Process.	e/cmp/changerequest.html
Qwest implemented the	Team reached agreement			(Select CLEC-Qwest Change
process improvements that	in concept on this section		There are 6 CMP Notification Requirements for each	Request – Product and Process
were agreed to by the	of the Qwest Wholesale		Level 1 Change. Issue notice with the following: 1.)	Interactive Reports)
Redesign Team.	Change Management		Level of disposition, 2.) Description of change 3.)	
	Process document can be		Note that changes are effective immediately 4.) List	
	found at the following		no comment cycle and contact email for CMP	
	URL:		Manager 5.) Include web notification form or redlined	
	http://www.qwest.com/wh		document, if required. 6.) Include history log, if	
	olesale/cmp/redesign.html		required.	
	(See Meeting Minutes –			
	CMP Redesign Meeting		There are 11 CMP Notification Requirements for each	
	March 18 & 19 Final		Level 2 Change. Issue notice with the following: 1.)	
	Minutes, Page 10.)		Level of disposition, 2.) Description of change 3.) List	
			of comment cycle timeframes 4.) Provide comment	
	April 16, 2002 (Revised		URL 5.) Note the proposed effective date, 6.) Link to	
	and Baselined)		Document Review web site, if required; 7.) Post	
			documentation on to the Document Review web site,	
	Meeting minutes that		if required; 8.) Include web notification form or	
	reflect that the Redesign		redlined document, if required; 9.) Include history log,	
	Team agreed to modify this		if required; 10.) Response to CLEC comments, if	
	section may be found at the		applicable. 11.) Final notification, if applicable.	
	http://www.gunct.		There are 11 CMP Notification Requirements for each	
	ologolo/omn/rodocian html		I aval 3 Changa Issue notice with the following: 1)	
	(See Meeting Minutes —		Level 3 Change: 153uc nouse with the following: 1.7	
	CMP Redesion Meeting		of comment excle timeframes 4) Provide comment	
	April 16 Draft Minutes		URL 5.) Note the proposed effective date 6.) Link to	
	Page 7)		Document Review web site if required: 7) Post	
	(2			

redlined document, if required; 9.) Include history log, Response; 6.) Post Initial Qwest Response to Web; 7.) effective date, 6.) Link to Document Review web site, There are 9 CMP milestones for each Level 4-Change Request Change 1.) Send Acknowledgement; 2.) Post following: 1.) Level of disposition, 2.) Description of during this time period and is responsible for missing milestones that have occurred so far. This equates to documentation on to the Document Review web site, For the time period specified above, Qwest initiated 1529 Level 1 changes, 624 Level 2 changes, 393 Document Review web site, if required; 8.) Include 21559 that have occurred so far. This equates to an Qwest is responsible for missing only 46 Level 1-4 Level 3 changes, and 158 Level 4 changes via the Owest initiated 215 Level 4 Product/Process CRs if required; 10.) Response to CLEC comments, if Web, if applicable. In addition there are 11 CMP CMP Notification Requirements out of a possible applicable; and 9.) Post Final Qwest Response to CR to Web; 3.) Contact CR Originator; 4.) Hold Notification Requirements. Issue notice with the change 3.) List of comment cycle timeframes 4.) required; 9.) Include history log, if required; 10.) Response to CLEC comments, if applicable. 11.) if required; 8.) Include web notification form or 2 Level 4-CR milestones out of a possible 1935 Present CR; 8.) Send Final Qwest Response, if web notification form or redlined document, if Provide comment URL 5.) Note the proposed Clarification Meeting; 5.) Send Initial Qwest if required; 7.) Post documentation on to the an average compliance rate of 99.90%. applicable. 11.) Final notification. notification process. Final notification.

average compliance rate of 99.79%. Following is a description of the missed Level 4 CR milestones: 1.) PC100202-1 Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error 2.) PC101802-2IG Milestone Missed: Initial Response posted to the web Meeting Held Explanation: Date missed due to a posting error. Following is a description of the missed notification milestones: 1.) Notification number: PROS.04.03.02.F.00415.Billing_Output. No level. 2.) Notification number: PROS.04.03.02.F.00415.Billing_Output. No comment cycle explanation. 3.) Notification number: PROS.04.04.02.F.00418.Billing_Output. No comment cycle explanation. 4.) Notification number: PROS.04.04.02.F.00418.Service_Managers. No level PROS.04.04.02.F.00418.Service_Managers. No level PROS.04.03.02.F.02166.May_TRNG_Schedule. No level 5.) Notification number: TRNG.04.23.02.F.02166.May_TRNG_Schedule. No level 5.) Notification number: TRNG.04.03.02.F.02166.May_TRNG_Schedule. No comment cycle explanation. 6.) Notification number: TRNG.04.03.02.F.02167.2002_Update. No comment cycle explanation. 6.) Notification number: TRNG.04.03.02.F.02167.2002_Update. No comment cycle explanation. 7.) Notification number: TRNG.04.03.02.F.02167.2002_Update. No comment cycle explanation. 8.) Notification number: TRNG.04.03.02.F.02167.2002_Update. No comment cycle explanation. 8.) Notification number: TRNG.04.03.02.F.02167.2002_Update. No comment cycle explanation.	9.) Notification number: NETW.04.19.02.R. 9.) Notification number: NETW.04.19.02.R. 10.) Notification number: 10.) Notification number: PROD.06.25.03.F.03440.Resale_General_V26. Notification not sent prior to actual effective date.
	Delay in response to comments. Delay in response to comments. Delay in final notification. umber: 03440.Resale_General_V26. nt prior to actual effective date.
	Delay in response to comments. Delay in response to comments. Delay in final notification. umber: 03440.Resale_General_V26. nt prior to actual effective date.
	Delay in response to comments. Delay in response to comments. Delay in final notification. umber: 03440.Resale_General_V26. nt prior to actual effective date.
	Delay in response to comments. Delay in final notification. Umber: 03440.Resale_General_V26. nt prior to actual effective date.
	moet. NET W.04.19.02.rx. Delay in response to comme mber: NETW.04.19.02.R. Delay in final notification. umber: 03440.Resale_General_V26. nt prior to actual effective da
	moet. NET w.04.19.0 Delay in response to mber: NETW.04.19.0 Delay in final notific umber: 03440.Resale_Generint prior to actual effe
	Delay in responder: NETW mber: NETW Delay in final umber: 03440.Resale nt prior to act
	Delay Delay mber: Delay Delay mber: Delay number 03440 nt prio
	a . a . a . o
	7405_D ation n 7405_D ation n 7405_D ication n 25.03.F
	9.) Notification number: 101810.#77405_D. Delay i 9.) Notification number: Notification number: Notification number: PROD.06.25.03.F.03440.

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 NOTE: This miss was inadvertently left off of the	2Q03 report.	11.) Notification number:	PROD.11.10.03.F.01035.ResaleGeneralV35.	Notifications not sent prior to actual effective date	12) Notification number:	DROD 11 17 03 F 1071 GrandharantMC NE 1A	NOD.11.1.1.05.1.10/1.01allupalculmo_INE_IA. Notifications not cant prior to actual affective data	1933 Internal pilot to actual effective date.	13.) Notification number:	PROD.01.06.04.F.01223.PCAT_Updates	Notification not sent prior to actual effective date.	14.) Notification number:	PROS.12.05.03.F.01131.ProvisioningV29.	Notifications not sent prior to actual effective date	MOTE: This accounts for two misses. Initial and	NOTE: This accounts for two inisses – Initial and	Final.	15.) Notification number:	PROS.03.31.04.F.01528.PCAT Updates.	Notification not sent prior to actual effective date.	16.) Notification number:	DDOC 07 29 04 E 01022 IntercentOI EC CustO211	INOS.07.20.04.F.01932.Illestepselede— Custeall. Notification not cant prior to actual affecting data	17 \ Meticonion mot some prior to actual concerno date.	17.) Notification number:	NET W.03.09.06.F.03/63.1ech_Pub_//368_Issue	Notification not sent prior to actual effective date.	18.) Notification number:	NETW.04.04.06.F.03829.RG47-	0005_TechPub_77350 Notification not sent prior to	actual effective date.	19.) Notification number:	TRNG.04.07.06.F.03830.LocalQ101WBT	Notification not sent to all customers prior to actual	effective date.	20.) Notification numbers:	PROD 06 23 06 F 04031 Osearch SVC V9 and	DROD 07 12 06 E 04064 EMI Occur. CVV VV	FINOD. 07.12.00.F.04004.FINE_USCAICII_SVC_V9.	Notifications not sent in required time prior to actual	effective date. NOTE: This accounts for two misses –	Initial and Final.	21.) Notification numbers:
																																		4									
			•				-																																				

PROD.09.19.06.F.04193.Line_Info_Database_V5 and PROD.10.16.06.F.04247.FNL_Line_Info_databaseV5	. Notifications not sent in required time prior to actual effective date NOTE. This accounts for two misses	Initial and Final.	22.) Notification number:	Notification not sent prior to actual effective date.	23.) Notification numbers:	NETW.10.15.07.F.04906.Tech_Pub_77371_Cmmd_L	ink and	NEI W.II.14.0/.F.05045.FNL_IP_//3/I_Cmmd_LI	nk. Notifications not sent in required time prior to effective date. NOTE: This accounts for two misses	Universe date. And LE. This accounts for two misses —	1111.01 and Final. 24) Notification numbers:	PROS.01.08.08.F.05140.Comp Resp Comp Indv21	and	PROS.01.24.08.F.05169.FNL Comp Resp Comp In	qV21 Notifications not sent in required time prior to	effective date. NOTE: This accounts for two misses –	Initial and Final.	25.) Notification number:	PROD.05.30.08.F.05400.Resale_FeaturesV9	Notification not sent prior to actual effective date.	26.) Notification numbers:	PROS.05.19.08.F.05380.LoopQual_RLD_CLEC_Job	Ald and	PROS.06.18.08.F.03422.FINL_LoopQual_KLD_CLE	C_Aid. Notifications not sent in required time prior	to effective date. NOTE: This accounts for two	IIIISSES — IIIIIIIII and Final.	PROD 09 25 08 F 05587 Grandflir Elimnat ND 11S	OCs and	PROD.10.25.08.F.05667.FNL Grnd Elim ND USO	Cs. Notifications not sent in required time prior to	effective date. NOTE: This accounts for two misses –	Initial and Final.
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WEBS 01 07 08 E 05022 Which Colondon 1D1 Dadinger	WEDS.01.07.06.F.0.3932. Willsicalcillual Unlineur	. Notification not sent prior to actual effective date.	29.) Notification number:	TBNC 02 25 00 E 02101 OOB A CHIMBERIA John	TIMO 1.02.23.03.1.00101.QOIMO I WDI Upuateu.	Notification not sent prior to actual effective date.	30.) Notification number:	PROD FFAT 06 02 09 F 06443 Resale FirsV11	Motification not contamine to notice official date	Nothication not sent pinoi to actual effective date.	31.) Notification numbers:	PROS.COLL.08.17.09.F.06793.DC Power Rate Ou	otaDroc and	UICT TUC ALIU	PROS.COLL.09.04.09.F.06893.FNL_DC_Pwr_Rate_	QuoteProc. Notifications not sent in required time	which to effective date. NOTE: This accounts for two	pilot to effective date. INOTE: This accounts for two	misses – Initial and Final.	32.) Notification numbers:	PROD.RESL.08.28.09.F.06836.Resale Centrex 21V	21 and	Stalld	PROD.RESL.09.21.09.F.06936.FNL_Resale_Centrex	21 V31. Notifications not sent in required time prior	to effective date NOTE: This accounts for two	missas Initial and Einal	IIIISSES — IIIILIAI AIIU I IIIAI.	33.) Notification number:	PROD.FEAT.01.21.10.F.07455.ResaleFeaturesV27.	Notification not sent prior to actual effective date.	34) Notification numbers:	DDOC CNTS 07 10 10 E 07472 CustomorContractsV0	FROS.CIVI S.02.19.10.F.U/422.CustomerContacts v9	/ and	PROS.CNTS.03.11.10.F.07627.FNL CMP CustCont	actsV97. Notifications not sent in required time prior	to effective date. NOTE: This accounts for two	misses - Initial and Final	25) Ni+t; Ct;	33) Nourication number:	TRNG.ANNC.04.20.10.F.07752.IMA_GUI_R27.0_	WBTUpdtd Notification not sent to all customers	prior to actual effective date.	36) Notification number:	PROD.RESL.07.09.10.F.07975.Resale Promotions F	AO Notification not sent in required time prior to	actual effective date
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-	7.7	-												-						-		-		-	-			•								· -												
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Note: For Qwest-originated Product and Process CRs, may, but generally do not, clarify the CR. In addition, and Qwest Subject Matter Experts (SMEs) before the discuss such matters as the CMP requirements related meetings to be held, but Qwest has included this as a originated Product or Process CRs are generally held to the CR. In general, this is the meeting date that is minutes are not prepared for such discussions. After informally within Qwest by the originator of the CR the CR is formally submitted to CMP, Qwest SMEs highlighting (PC100102-1CM was voted on by the Qwest is 100% compliant with the new milestones. Note: Through the CMP, a CMP CR was issued to the CMP framework does not require clarification CLEC community on December 18, 2002 and the populated in the clarification meeting field in the CLEC-Qwest Product-Process Interactive Report. CMP Document was revised on January 6, 2003). originator after submission of the CR to CMP to This process changed the associated milestones. change Qwest's process for redlining and green CR is even submitted to the CMP, and meeting CMP milestone. Discussions to clarify Qwest-Qwest generally holds meetings with the CR

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Process	Date Process was Baselined	Date Process was Implemented	Owest's Record of Compliance	Supporting References
	by the Redesign Team			
Section 5.5	June 5, 2002	June 19, 2002	This process has been in place	
Postponement			for over 98 months. During this	
	Meeting minutes that reflect		time, the Postponement Process	
Owest implemented Section	that the Redesign Team		has been invoked one time	
5.5 as agreed to by the	reached agreement on this		associated with CR PC012009-1.	
Redesign Team.	section of the Qwest		Owest subsequently retracted the	
)	Wholesale Change		Level 4 notification. No further	
	Management Process		action required.	
	document can be found at the			
	following URL:			
	http://qwest.com/wholesale/c			
	mp/redesign.html (see CMP			
,,, ,	Re-Design Meeting Minutes			
	for June 5-6)			,

Section 6 October 16, 2001 OSS Interface Release Calendar Calendar Qwest implemented Section 6 as agreed to by the Redesign Team. Redesign Team. Can be found at the following URL: http://www.qwest.com/wholesal	Implemented November, 2001 hat nt nt	Qwest has complied with the improved OSS Interface Release Calendar for 106 months. The previous Calendar already provided OSS Release information, but was improved with the inclusion of additional	The current view of Qwest's OSS Interface Release Calendar can be
tion	#	Qwest has complied with the improved OSS Interface Release Calendar for 106 months. The previous Calendar already provided OSS Release information, but was improved with the inclusion of additional	The current view of Qwest's OSS Interface Release Calendar can be
tion	hat nt sial	Interface Release Calendar for 106 months. The previous Calendar already provided OSS Release information, but was improved with the inclusion of additional	Interface Release Calendar can be
tion	hat nt sial	The previous Calendar already provided OSS Release information, but was improved with the inclusion of additional	farmal of the following 11D1.
Section	nt nt sig1	The previous Calendar already provided OSS Release information, but was improved with the inclusion of additional	TOUTH AT THE TOTION HIS ONE.
Section	nt nt sig1	OSS Release information, but was improved with the inclusion of additional	http://www.qwest.com/wholesale/
	nt 	improved with the inclusion of additional	cmp/osscalendar.html
	nt sal		
	[<u>s</u>]	customer facing system information.	
URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes — CMP Redesign Meeting October 16 Final Minutes, Page 3.)	lg.		
http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)	sal	The revised OSS Interface Release Calendar	
e/cmp/redesign.html (See Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)		was posted on the web in November 2001.	
Meeting Minutes – CMP Redesign Meeting October 16 Final Minutes, Page 3.)		Quarterly updates were posted on the web	
Redesign Meeting October 16 Final Minutes, Page 3.)		in January 2002, April 2002, July 2002,	
Final Minutes, Page 3.)		October 2002, January 2003, April 2003,	
		July 2003, September 2003, December	
		2003, January 2004, April 2004, July 2004,	-
		October 2004, December 2004, March	
		2005, June 2005, September 2005,	
		December 2005, March 2006, April 2006,	
		July 2006, October 2006, January 2007,	
		March 2007, July 2007, October 2007,	
		January 2008, April 2008, September 2008,	
		December 2008, January 2009, April 2009,	
		September 2009, November 2009, January	
		2010, March 2010, May 2010, June 2010,	
		and September 2010.	

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				- Committee of the Comm
Process	Date Process was Baselined by	Date Process was	Qwest's Record of Compliance	Supporting References
	the Redesign Team	Implemented		
Section 7	November 1, 2001	November, 2001	Qwest introduced a new OSS Interface	
Introduction of a New OSS			(ASR Pre-Order via XML) on October 29,	
Interface	Meeting minutes that reflect that		2003. There are 8 CMP milestones for the	
	the Redesign Team reached		introduction of a new OSS Interface: 1.)	
Section 7.1	agreement on this section of the		Release Notification; 2.) CLEC Comments	
Introduction of a New	Qwest Wholesale Change		and Qwest Response; 3.) Implementation	
Application to Application	Management Process document		Plan review meeting; 4) Draft Technical	
Interface	can be found at the following		Specifications issued; 5.) Walk through of	
	URL:		Draft Technical Specifications; 6.) CLEC	
	http://www.qwest.com/wholesal		Comments and Qwest Response; 7.) Final	
	e/cmp/redesign.html (See		Technical Specifications; and 8.) Release	
	Meeting Minutes – CMP		into Production. Qwest is 100% in	
	Redesign Meeting November 1	\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	compliance with all milestones.	
	Final Minutes, Page 11.)			
)		Qwest introduced a new OSS Interface	
			(XML Interface for IMA EDI) on October	
			16, 2006. There are 8 CMP milestones for	
			the introduction of a new OSS Interface: 1.)	
			Release Notification; 2.) CLEC Comments	
			and Qwest Response; 3.) Implementation	
			Plan review meeting; 4) Draft Technical	
			Specifications issued; 5.) Walk through of	
			Draft Technical Specifications; 6.) CLEC	
		•	Comments and Qwest Response; 7.) Final	
			Technical Specifications; and 8.) Release	
			into Production. Qwest is 100% in	
			compliance with all milestones.	

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	Date 1 100033 was passined by	Date Frocess was	Qwest's Record of Compilance	Canthagaing was successful and day
	the Redesign Team	Implemented		
	November 1, 2001	November, 2001	Qwest introduced a new GUI (FORCAST)	Supporting data can be found at
Introduction of a New GUI			on March 8, 2002.	the following URL:
	Meeting minutes that reflect that		There are 6 Civil milestones for the	http://www.qwest.com/wilotesai
Owest implemented Section	the Kedesign Leam reached		Motification: 2) Issue Draft Release Notes.	Notices.
/ as agreed to by the	Owert Wholesale Change		3) Interface Overview: 4.) CLEC	
III.	Menogement Process document		Comments and Owest Response: 5) Final	
	Management 1 locess document		Notification: and 6) Danloyment Owest	
	can be found at the following		Jones and 1000/ committee these	
	URL:		demonstrated 100% compilance with these	
	http://www.qwest.com/wholesale/		milestones.	
	cmp/redesign.html (See Meeting			
	Minutes - CMP Redesign		Owest introduced a new GUI (OORA) on	
	Mosting November 1 Final		November 3, 2003	-
	Minutes Dece 11		There are 6 CMP milestones for the	
	Minutes, Fage 11.)			
			introduction of a new GUI: 1.) Kelease	
			Notification; 2.) Issue Draft Release Notes,	
			3.) Interface Overview; 4.) CLEC	
			Comments and Owest Response: 5) Final	
			Notification: and 6) Deployment Owest	
			Ivolitication, and 0.) Deproyment. Qwest	
			demonstrated 100% compliance with these	
			milestones.	
			\ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \ \	
			CWEST IIIII DUUCEU A IIEW IIIIEI IACE (COINA -	
			UOM) on October 10, 2005.	
			There are 6 CMP milestones for the	
			interest of the contraction of t	
			Introduction of a new CO1. 1.) Kelease	
			Notification; 2.) Issue Draft Release Notes,	
			3.) Interface Overview; 4.) CLEC	
			Comments and Owest Response; 5.) Final	
			Notification: and 6.) Deployment. Owest	
			demonstrated 100% compliance with these	
			milectones	

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 8.0	November 1, 2001	See Qwest's Record of	Qwest agreed to implement no more than 3 major	Supporting data can be found at
Change to Existing		Compliance column.	IMA releases and 3 IMA point releases within a	the following UKL:
OSS Interfaces	Meeting minutes that reflect		calendar year. Qwest has complied with this process for over 9 years	e/notices/cn/a/ See Release
	ulat ule neuesign Team Teached		TOT OTOT JOHNS.	Notices
Owest implemented	agreement on this section of the		In 2001 Owner implemented 2 major and 2 maint	ivorices.
Section 8.0 as agreed	Qwest Wholesale Change		III 2001, Qwest Implemented 2 inajor and 3 point	
to by the Redesign	Management Process document		refeases. In 2002, Qwest implemented 3 major and 2	
Team.	can be found at the following		point releases.	
	URL:			1.
	http://www.qwest.com/wholesa		Owest agreed to support the previous major IMA	
	le/cmp/redesign.html (See	.,	release for 6 months after the subsequent major IMA	-
	Meeting Minutes – CMP		EDI (i.e., application to application) release has been	-
	Redesign Meeting November 1		implemented. Qwest has complied with this process	
	Final Minutes,		for over 7 years.	*.
	Page 8.		0 3000	
			and IMA Delegge 5.0 was implemented December 8, 2000	
		-	and IMA Release 5.0 was retired June 6, 2001.	
			IMA Release 7.0 was implemented April 22, 2001	
			and IMA Release 6.0 was retired December 1, 2001.	
			(Qwest exceeded its commitment to the CLECS.)	
			IMA Release 8.0 was implemented August 18, 2001	
	-		and IMA Release 7.0 was retired March 16, 2002.	
	-		(Qwest exceeded its commitment to the CLECs.)	
			76 36 36 36 36 36 36 36 36 36 36 36 36 36	
			and IMA Delease 9.0 was implemented February 23, 2002	
			Allu Livier inclease 6.0 was lettled October 16, 2002.	
			(Qwest exceeded its commitment to the CLECs.)	
			IMA Release 10.0 was implemented June 17, 2002	
			and IMA Release 9.0 was retired on December 17.	
			2002. (Owest exceeded its commitment to the	
			CLECs.)	
÷		-		
			IMA Release 11.0 was implemented November 18,	
			2002. IMA Release 10.0 was retired on July 18, 2003.	
			IMPA Nelease 12.0 was implemented April 7, 2003	

and IMA Release 11 0 was retired on November 7	2003. IMA 12.0 was retired March 20, 2004. IMA Release 13.0 was implemented August 4, 2003.	Owest agreed, except in one instance which followed the Exception Process, that major IMA releases	complied with this process for over 2 years. (See release dates above.) In the instance, with IMA 13.0	request to change the IMA 13.0 Timeline. This change was voted on and unanimously approved.	IMA Release 14.0 was implemented December 8, 2003 and IMA 13.0 was retired on August 4, 2004.	IMA Release 15.0 was implemented April 19, 2004 and IMA 14.0 was retired on December 12, 2004.	IMA 16.0 was implemented October 18, 2004 and IMA 15.0 was retired on April 11, 2005.	IMA 17.0 was implemented April 11, 2005 and IMA 16.0 was retired on December 10, 2005.	IMA 18.0 was implemented October 17, 2005 and IMA 17.0 was retired on June 10, 2006.	IMA 19.0 was implemented on April 10, 2006 and IMA 18.0 was retired on October 10, 2006.	IMA 20.0 was implemented on October 16, 2006 and IMA 19.0 was retired on October 27, 2007.	IMA 21.0 was implemented on May 21, 2007 and IMA 20.0 was retired on November 14, 2007.	IMA 22.0 was implemented on November 12, 2007. IMA 22.1 was implemented on February 3, 2008 and IMA 21.0 was retired on May 12, 2008.	IMA 23.0 was implemented on April 21, 2008 and IMA 22.0/22.1 was retired on October 21, 2008.
								,						
														-

IMA 24.0 was implemented on October 20, 2008 and IMA 23.0 was retired on April 20, 2009.	IMA 25.0 was implemented on April 20, 2009 and IMA 24.0 was retired on October 20, 2009.	IMA 26.0 was implemented on October 19, 2009 and IMA 26.1 was implemented on December 14, 2009. IMA 25.0 was retired on April 19, 2010.	IMA 27.0 was implemented on April 19, 2010 and IMA 26.0 will retire on October 16, 2010.	IMA 28.0 was implemented on August 2, 2010 and IMA 27.0 will retire on January 29, 2011.	
				e Miller i	

																			•										
Supporting References	Supporting data can be found	at the following URL: http://www.awest.com/wholes	ale/notices/cnla/. See Release	Notices.																									
Qwest's Record of Compliance	Owest introduced Changes to an Existing	OSS Interface – Application to Application Interface for IMA 10.0 on April 4, 2002	IMA 11.0 on November 18, 2002, IMA 12.0	on April 7, 2003, IMA 13.0 on August 4, 2003 IMA 14.0 on December 4, 2003, IMA	15.0 on April 19, 2004., IMA 16.0 on	October 18, 2004, IMA 17.0 on April 10,	2005, IMA 18.0 on October 17, 2005, IMA	19.0 on April 10, 2006, IMA 20.0 on	October 16. 2006, IMA 21.0 on May 21.	IMA 22.1 on February 3, 2008, IMA 23.0 on	April 21, 2008, IMA 24.0 on October 20,	2008, IMA 25.0 on April 20, 2009, IMA 26.0	on October 19, 2009, IMA 26.1 on	December 14, 2009, IMA 27.0 on April 19,	2010, and IMA 28.0 on August 2, 2010.	There are 6 CMP milestones for changes to	an existing application to application	interface: 1.) Draft Interface Technical	Specifications; 2.) Walk-through of Draft	Interface Technical Specifications; 3.) Qwest	Response to CLEC Comments; 4.) Final	Interface Technical Specifications; 5.) Joint	Testing; and 6.) Deployment. Qwest	demonstrated 100% compliance with these	milestones for IMA 10.0, IMA 11.0, IMA	12.0, IMA 13.0, IMA 14.0, IMA 15.0, IMA	16.0, IMA 17.0 and IMA 18.0, IMA 19.0.	IMA 23.0. IMA 24.0. IMA 25.0. IMA 26.0.	IMA 26.1, IMA 27.0, and IMA 28.0.
Date Process was Implemented	November, 2001						-					-	-										-				-		
Date Process was Baselined by the Redesign Team	November 1, 2001	Masting minutes that reflect that	the Redesign Team reached	agreement on this section of the	Wanagement Process document	can be found at the following	URL:	http://www.qwest.com/wholesale/	cmp/redesign.html (See Meeting	Millules - CMF nedesign Meeting November 1 Final	Minutes	Page 8.											,						
		Application to	- Jace	Owest implemented	Section 8.1 as agreed to by the Redesion Team.																								

Drocess	Date Process was	Date Process was	Owest's Record of Compliance	Supporting References
	Baselined by the Redesign	Implemented		
	Team			
Section 8.2	November 1, 2001	November, 2001	Owest introduced changes to an existing OSS Interface	Supporting data can be found at
Graphical User			-GUI (CEMR) on April 7, 2002, May 5, 2002,	the following UKL:
Interface	Meeting minutes that reflect		November 3, 2002, March 17, 2003, April 14, 2003,	http://www.qwest.com/wholesal
	that the Redesign Team		August 18, 2003, November 17, 2003, December 15,	e/notices/cnla/ See Release
Owest implemented	reached agreement on this		2003, April 5, 2004, June 28, 2004, October 11, 2004,	Notices.
Section 8.2 as agreed to	section of the Qwest		December 13, 2004, March 28, 2005, June 27, 2005	
by the Redesign Team.	Wholesale Change		(MEDIACC), July 19, 2005, October 10, 2005,	
)	Management Process		December 5, 2005, December 12, 2005, March 27,	
	document can be found at		2006, April 1, 2007, July 22, 2007, November 5, 2007,	
	the following URL:		December 21, 2007, November 23, 2009, and April 11,	
	http://www.awest.com/whol	-	2010.	
	esale/cmp/redesign.html			
-	(See Meeting Minutes –		Qwest introduced changes to an existing OSS Interface -	
	CMP Redesign Meeting		IMA-GUI 10.0 Release on April 4, 2002, IMA-GUI	
	November 1 Final Minutes,		11.0 on November 18, 2002, IMA-GUI 12.0 on April 7,	
	Page 8.		2003, IMA-GUI 13.0 on August 4, 2003, IMA GUI	
)		14.0 on December 8, 2003, IMA GUI 15.0 on April 19,	
			2004, IMA GUI 16.0 on October 18, 2004, IMA GUI	
	-		17.0 on April 11, 2005, IMA GUI 18.0 on October 17,	
			2005, IMA GUI 19.0 on April 10, 2006, IMA GUI 20.0	
			on October 16, 2006, IMA GUI 21.0 on May 21, 2007,	
			IMA GUI 22.0 on November 12, 2007, IMA GUI 22.1	
			on February 6, 2008, IMA GUI 23.0 on April 21,	
			2008,IMA 24.0, October 20, 2008, IMA 25.0 on April	
-			20, 2009, IMA 26.0 on October 19, 2009, IMA 26.1 on	
			December 14, 2009, IMA 27.0 on April 19, 2010, and	
			IMA 28.0 on August 2, 2010.	
			There are 4 CMP milestones for changes to an existing	
			GUI: 1.) Draft GUI Release Notice; 2.) Qwest Response	
			to CLEC Comments; 3.) Final Interface Release Notice;	
			and 4.) Deployment. Qwest demonstrated 100%	
			compliance with these milestones.	

November 1, 2001 November, 2001 Qwesti	iber 1, 2001 g minutes that reflect e Redesign Team sed this section of the Wholesale Change ement Process	Qwest implemented a Retirement of an Existing OSS Interface – Graphical User Interface (CTAG) on July 22, 2002. Qwest implemented a Retirement of an Existing OSS Interface – TELIS on August 1, 2004. Qwest implemented the Retirement of the Interoperability Environment on June 27, 2005.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/ cnla/ See Release Notices.
Movember 1, 2001 Meeting minutes that reflect that the Redesign Team discussed this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes CMP Redesign Meeting November 1 Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Qwest Wholesale Change Management Process document, which is indicative of acceptance.	hat reflect Team ion of the Change	Qwest implemented a Retirement of an Existing OSS Interface – Graphical User Interface (CTAG) on July 22, 2002. Qwest implemented a Retirement of an Existing OSS Interface – TELIS on August 1, 2004. Qwest implemented the Retirement of the Interoperability Environment on June 27, 2005.	Supporting data can be found at the following URL: http://www.qwest.com/wholesale/notices/ cnla/ See Release Notices.
Meeting minutes that reflect that the Redesign Team discussed this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/wholesale/cmp/redesign.html (See Meeting Minutes CMP Redesign Meeting November I Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Qwest Wholesale Change Management Process document, which is indicative of acceptance.	eeting minutes that reflect to the Redesign Team cussed this section of the west Wholesale Change anagement Process	Qwest implemented a Retirement of an Existing OSS Interface – TELIS on August 1, 2004. Qwest implemented the Retirement of the Interoperability Environment on June 27, 2005.	http://www.qwest.com/wholesale/notices/ cnla/ See Release Notices.
that the Redesign Team discussed this section of the Qwest Wholesale Change Management Process document can be found at the following URL: http://www.qwest.com/whol esale/cmp/redesign.html (See Meeting Minutes CMP Redesign Meeting November 1 Final Minutes, Page 12. Although the minutes do not specifically reflect that agreement was reached, the process was incorporated in the Qwest Wholesale Change Management Process document, which is indicative of acceptance.	tr the Redesign Team cussed this section of the vest Wholesale Change anagement Process	Qwest implemented a Retirement of an Existing OSS Interface – TELIS on August 1, 2004. Qwest implemented the Retirement of the Interoperability Environment on June 27, 2005.	<u>cnla/</u> See Release Notices.
	cussed this section of the west Wholesale Change anagement Process	Qwest implemented a Retirement of an Existing OSS Interface – TELIS on August 1, 2004. Qwest implemented the Retirement of the Interoperability Environment on June 27, 2005.	
	vest Wholesale Change anagement Process	Owest implemented the Retirement of the Interoperability Environment on June 27, 2005.	
	anagement Process	Qwest implemented the Retirement of the Interoperability Environment on June 27, 2005.	
		Owest implement the Activement of the Resale	
	cument can be found at	Ower implemented the Retirement of the Resale	
	Following UKL:	Owart implemented the Retirement of the Resale	
	p://www.qwest.com/wnoi		
	ale/cmp/redesign.html	(West filliplefilled are rectarding to the trees.)	
	se Meeting Minutes –	Product Database (KPD) on April 29, 2000.	-
	AP Redesign Meeting		
	ovember 1 Final Minutes,	Owest implemented the Retirement of the IMA GUI	
	ge 12. Although the	Dialup Option on December 31, 2006.	
	nutes do not specifically		:
	lect that agreement was	Qwest implemented the Retirement of IMA GUI	
	iched, the process was	access via dedicated circuit on November 12, 2007.	
ice.	corporated in the Qwest		
ice.	holesale Change	Owest implemented the Retirement of IMA EDI on	
ance.	anagement Process	October 27, 2007.	
	cument, which is		
existing Retirem Comme Final R	licative of acceptance.	There are 5 CMP milestones for retirement of an	
Retirem Comme Comme Final R		existing Graphical User Interface: 1.) Initial	
Comme Final R		Retirement Notice; 2.) Qwest Response to CLEC	
Final R		Comments; 3.) Establish comparable functionality; 4.)	
_		Final Retirement Notice; 5.) Retirement. Qwest	
demons		demonstrated 100% compliance with these	
milesto		milestones.	

Process	Date Process was	Date Process was	Owest's Record of Compliance	Supporting References
	Baselined by the Redesign Team	Implemented		
Section 10 Prioritization			The CLECs have been able to prioritize CRs as described below:	The CRs that were candidates for the IMA 10.0 Release, by CR type, can be found at the following URI
Qwest implemented			There were 4 Regulatory CRs, 0 Industry Guideline CRs, 24 CLEC Originated CRs, and 25	http://www.qwest.com/wholesale/downloads/2001/011012/Systems Distribution
subsequent modifications			Qwest Originated CRs on the candidate list for the IMA 10.0 Release. The CLECs prioritized	Doc.pdf (See Distribution Package for
to it as agreed to by the Redesign Team.			everything except the Regulatory CRs in August 2001 and again in October/November 2001.	originally classified as Regulatory CRs and Attachment F for Owest Originated
			There were 2 Regulatory CRs, 16 Industry	and CLEC Originated CRs. NOTE: There were no industry Guideline CRs
			Quideline Cas, 10 CLEC Originated Cas, and 12 Qwest Originated CRs on the candidate list for the IMA 11 0 Release. It should be noted that the 2	for the IMA 10.0 Release.
			Regulatory CRs were for PID improvements. The	The CRs that were candidates for the
			CLECs prioritized everything except the Regulatory CRs. Effective with Qwest's IMA	IMA 11.0 Release, by CR type, can be found at the following URI
			12.0 Release and beyond, PID improvements will be treated as either CLEC Originated CRs or	http://www.qwest.com/wholesale/downloads/2001/011012/Systems_Distribution
			There was 1 Regulatory CR, 12 Industry Guideline	Doc.pdf See Distribution Package for 10-18-01, Attachment E for CRs
			CRs, 34 CLEC Originated CRs, and 13 Qwest Originated CRs on the candidate list for the IMA	originally classified as Regulatory CRs and Attachment F for Qwest Originated and CLEC Originated CRs. NOTE:
			12.0 Kelease. There was 1 Regulatory CR, 33 CLEC Originated CRs, and 17 Qwest Originated CRs on the candidate list for the IMA 13.0 Release.	There were no industry Guideline CRs for the IMA 10.0 Release.
			There were 0 Regulatory CRs, 38 CLEC Originated CRs, and 15 Qwest Originated CRs on the candidate list for the IMA 14.0 Release.	
			There were 0 Regulatory CRs, 38 CLEC originated CRs, and 20 Qwest originated CRs on the candidate list for the IMA 15.0 Release.	

originated CRs, and 1 Qwest originated CR on the There were 0 Regulatory CRs, 8 CLEC originated CRs and 2 Qwest originated CRs on the candidate There were 0 Regulatory CRs, 3 CLEC originated CRs and 2 Qwest originated CRs on the candidate There were 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate There were 0 Regulatory CRs, 2 CLEC originated originated CRs, and 19 Qwest originated CRs on originated CRs, and 6 Qwest originated CRs on the candidate list for the IMA 18.0 Release. originated CRs, and 8 Qwest originated CRs on originated CRs, and 3 Qwest originated CRs on originated CRs, 3 Qwest originated CRs on the originated CRs, 1 Qwest originated CR on the the candidate list for the IMA 17.0 Release. the candidate list for the IMA 19.0 Release. the candidate list for the IMA 16.0 Release. There were 0 Regulatory CRs., 18 CLEC There were 0 Regulatory CRs., 15 CLEC There were 0 Regulatory CRs, 28 CLEC There were 0 Regulatory CRs, 25 CLEC There were 0 Regulatory CRs, 33 CLEC There were 0 Regulatory CRs, 33 CLEC There were 0 Regulatory CRs, 20 CLEC candidate list for the IMA 21.0 Release. candidate list for the IMA 22.0 Release. candidate list for the IMA 20.0 Release. list for the IMA 23.0 Release. list for the IMA 25.0 Release. list for the IMA 24.0 Release.

CRs and 2 Qwest originated CRs on the candidate list for the IMA 26.0 Release. Note: Between Packaging and Commitment of IMA 26.0, 2 candidates were removed from the list due to lack of capacity in the release.	There was I Regulatory CR, 3 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 27.0 Release.	There was 1 Regulatory CR, 0 CLEC originated CRs and 0 Qwest originated CRs on the candidate list for the IMA 28.0 Release.	There are 0 Regulatory CRs, 1 CLEC originated CRs and 1 Qwest originated CRs on the candidate list for the IMA 29.0 Release.	There are 0 Regulatory CRs, 0 CLEC originated CRs and 2 Qwest originated CRs on the candidate list for the IMA 30.0 Release.	

	Date Lincess was Daschillen	Date Process was	Qwest's Record of Compilance	Supporting References
	by the Redesign Team	Implemented		
Section 11	February 7, 2002	February, 2002	Although through the Redesign process the	
Application-to-Application			team agreed to the improved process for	
	Meeting minutes that reflect		interface testing, it should be noted that	
	that the Redesign Team reached		SATE has been available to the CLECs	
Owest implemented Section agr	agreement on this section of the		since August 2001 and was used by CLECs	
	Owest Wholesale Change		to migrate their systems to the IMA 8.0	
	Management Process document		Release and later releases.	
car	can be found at the following			
UR	URL:			
htt	http://gwest.com/wholesale/cm			
<u>1/d</u>	p/redesign.html (see CMP			
Re	Redesign Meeting February 5 -			
7 F	7 Final Minutes – 03/12/02,			
Pag	Page 14, Paragraph 2.)	to the state of th		

Supporting References	Supporting data can be found at	http://www.qwest.com/wholesal	e/notices/cnla/bysubcat/1,1834,3	8,00.html (See Planned Outage	nouncation type.)			Supporting data can be found at	the following URL:	http://www.qwest.com/wholesal	6.00 html (See 3/27 Release	Notice	SYST.03.27.02.F.04001.IMA_R	lse_9_01.doc												
Qwest's Record of Compliance	Owest has complied with this process for	nearly 74 monus.	Between February 2, 2002 and September	30, 2010, there were 300 planned outages.	Qwest missed the notification interval z times. On March 31, 2003, scheduled	maintenance notice	SYST.03.31.03.F.04282.SchdDwnTmIMAE	DIGUI missed the required interval. On March 23, 2007, scheduled maintenance	notice	SYST.03.22.07.F.04588.OSS Schld Maint	DLIS missed the required interval.	Qwest has demonstrated 99.33% compliance	with this process.	It has been Owest's practice, prior to the	Redesign effort, to conduct post-deployment	meetings.	Between February 1, 2002 and June 30,	Severity 2s, 14524 Severity 3s, and 201	Severity 4s.	Correction: Qwest previously reported 3	Severity 4's. These Severity 4's were	resolved and closed during the mittal help desk contact, and therefore not subject to the	Production Support Process.	On June 18, 2002, CLECs and Qwest agreed	to processes for Product/Process production	support. Qwest implemented this process on July 15, 2002.
Date Process was Implemented	February 2002																									
Date Process was Baselined by the Redesign Team	December 10,2001	Meeting minutes that reflect that	the Redesign Team reached	agreement on this section of the	Owest Wholesale Change Management Process document	can be found at the following	URL:	http://qwest.com/wholesale/cmp/	Redesign Meeting December 10-	11 Final Minutes, Page 7.)																
Process	Section 12	Production Support	Qwest implemented Section	12 as agreed to by the	Redesign Team.																					

During the third quarter of 2005, it was determined that there was no Event Notification generated for a DUF problem that occurred in 2004. The problem was identified by Qwest 2 nd quarter 2004 and corrected within 4 ^{nh} quarter 2004. There were no CLECs that reported the problem. No CLEC coding changes were required.	Note: In the process of preparing the reply comments for the OSS Declaration in the FCC 271 proceedings, Qwest discovered that a number of event notifications that were required to be issued by the CMP Framework had not been issued, even though the underlying defects had been corrected. After investigating the reasons for the nonissuance of these notifications, it became apparent that there was confusion among some members of the Qwest IT Staff. Once it identified the missing event notification problem and its cause, Qwest promptly issued clarifying instructions to the IT Staff so that going forward there will be no confusion.

Process	Date Process was Baselined	Date Process was	Qwest's Record of Compliance	Supporting References
	by the Redesign Team	Implemented	-	
Section 13	May 2, 2002		Although the Redesign Team agreed	Supporting data can be found at
Training			to the documented process for	the following URL:
)	Meeting minutes that reflect		training, it should be noted that Qwest	http://www.qwest.com/wholesal
Owest implemented Section	that the Redesign Team reached	•	has provided training on OSS	e/training/index.html
13 as agreed to by the	agreement on this section of the		Interfaces and Product/Process	
Redesign Team.	Owest Wholesale Change		changes since the beginning of 2000.	
	Management Process document			
	can be found at the following			
	URL:		-	
	http://Qwest.com/wholesale/cm			
	p/redesign.html (see CMP Re-			
	Design Meeting May 1-2, Page			
	11)			
The state of the s				

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 14	September 20, 2001	November 16, 2001	Qwest has complied with the Escalation	Supporting data can be found at:
Escalation Process			Process for 94 months.	Http://www.qwest.com/wholesal
	Meeting minutes that reflect			e/cmp/index.html (See
Owest implemented Section	that the Redesign Team reached	£	Between November 16, 2001 and September	Escalations and Disputes
14 as agreed to by the	agreement on this section of the		30, 2010, Qwest processed 24 OSS Interface	- Initiation
Redesign Team.	Owest Wholesale Change		escalations and 21 Product/Process	- Ongoing
0	Management Process document		escalations in accordance with the CMP	- Archive
	can be found at the following		Escalation Process. There are 8 CMP	
-	URL:		milestones for each escalation: 1.) Monitor	
	http://gwest.com/wholesale/cm		Escalation; 2.) Validate Escalation; 3.)	
	p/redesign.html (See CMP Re-		Acknowledge Escalation; 4) Post Escalation	
	Design Meeting Sept. 18 & 20		to Web; 5.) Notify CLECs of Escalation 6.)	
	Final Minutes – 10/10/01, Page		Monitor for Participation; 7.) Qwest Binding	
	3.)		Position; and 8.) Monitor for CLEC	
			Response. Qwest is responsible for missing	
			1 milestone out of a possible 360 milestones.	
			This equates to an average compliance rate	
			of 99.72%.	
			In accordance with the CMP, Qwest must	
			post an escalation on the web within 1	
			business day of receipt of the complete	
			escalation. Qwest missed this milestone by 1	
			day for PC102301-2-E02.	

Process	Date Process was Baselined by	Date Process was	Qwest's Record of Compliance	Supporting References
	the Redesign Team	Implemented		
Section 15	September 20, 2001	November 16, 2001	This process has been in place for 104	Supporting data can be found at:
Dispute Resolution			months. Qwest's Dispute Resolution tool	http://qwest.com/wholesale/cmp/
4	Meeting minutes that reflect that		may be found on Qwest's CMP web site.	escdisp.html
Qwest implemented Section	the Redesign Team reached			
15 as agreed to by the	agreement on this section of the		On November 24, 2004, Qwest processed 1	See Escalations and Disputes
Redesign Team.	Owest Wholesale Change		Product/Process dispute in accordance with	- Initiation
	Management Process document		the CMP Dispute Process.	- Ongoing
	can be found at the following			- Archive
	URL:		On October 20, 2005, Qwest processed 1	
	http://QWEst.com/wholesale/cm		System dispute in accordance with the CMP	
	p/redesign.html (see CMP Re-		Dispute Process.	
	Design Meeting Sept. 18 & 20			
	Final Minutes - 10-10-01, Page		There is one milestone for each dispute	
	5.)		1) Acknowledge receipt of the complete	
			Dispute Resolution e-mail within one (1)	
-		-	business day.	
			Owest demonstrated 100% compliance with	
			this milestone.	
	25			

Supporting References	Supporting data can be found at: http://www.qwest.com/wholesale	/cmp/teammeetings.html and http://www.qwest.com/wholesale	/notices/cnla/								-							
Qwest's Record of Compliance	This process has been in place for over 96 months. During this time, Qwest has received 33 Exception	requests. There are 6 CMP milestones for the Exception process: 1.) Acknowledge receipt of	Exception submission; 2.) Issue Notification of premeeting: 3.) Conduct pre-meeting: 4.) Issue vote	notification and ballot; 5) Conduct vote; 6.) Post	disposition notification and tally form. Qwest is responsible for missing 2 milestones out of a	possible 198 milestones. This equates to an average	compliance rate of 98.99%.	Following is a description of the missed notification	milestones:	1) CR Number: SCR060503-01EX (MCI	exception) Milestone missed: The disposition notification and	tally form were not posted on time. Note: CR #	OIEX	2) CB Number SCB041703-04EV (Ouser	Milestone missed: The disposition notification and	tally form were not posted on time.	Note: Through the Redesign Process on September	12, 2002, the milestones were amended to require a pre-meeting for all Exception Requests.
Date Process was Implemented	June 19, 2002 (original)																	
Date Process was Baselined by the Redesign Team	June 6, 2002	Meeting minutes that reflect that the Redesign Team reached	agreement on this section of the	Management Process document	can be found at the following URL:	http://qwest.com/wholesale/cm	p/redesign.html (see CMP Re- Design Meeting Minutes for	June 5-6)										
	Section 16 Exception	Qwest implemented Section 16 as agreed to	by the Redesign Team.															

Process	Date Process was Baselined by the Redesign Team	Date Process was Implemented	Qwest's Record of Compliance	Supporting References
Section 17 Voting	July 10, 2002	July 17, 2002	This process has been in place for over 94 months. During this time, Qwest has	Supporting data can be found at: http://www.qwest.com/wholesale
0	Meeting minutes that reflect		conducted 58 votes. There are 3 CMP	/cmp/teammeetings.html and
Owest implemented Section	that the Redesign Team reached		milestones for the Voting process: 1.) Issue	http://www.qwest.com/wholesale
17 as agreed to by the	agreement on this section of the		Notification of a vote; 2.) Issue Notification	/notices/cnla/
Redesign Team.	Owest Wholesale Change		of vote result; 3.) Post vote result and meeting	
	Management Process document		minutes. Qwest is responsible for missing 2	
	can be found at the following		milestones out of a possible 174 milestones.	
	URL:		Qwest has demonstrated 98.85 % compliance	
٠	http://qwest.com/wholesale/cm		with these milestones.	
	p/redesign.html (see CMP Re-		-	- W-
	Design Meeting Minutes for	4.	Following is a description of the missed	
	July 10)	· · · · · · · · · · · · · · · · · · ·	notification milestones:	
				÷.
			1.) CR Number: SCR060503-01-EX (MCI	
			exception)	
			Milestone missed: The disposition	
			notification and tally form were not posted on	
	-		time.	
			Note: CR # corrected from SCR041703-04EX	
			to SCR060503-01EX	
			2.) CR Number: SCR041703-04EX (Qwest	
		194 1940 1940 1940 1940	exception)	
			Milestone missed: The disposition	
			notification and tally form were not posted on	
			time.	

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Process	Date Process was Baselined by	Date Process was Implemented	Qwest's Record of Compliance	Supporting References	
Section 18	September 13, 2002	September 18, 2002	This process has been in place for over 93	Qwest developed a web site to	
Oversight Review Process			months. During this time, 12 referrals have	manage requests and information	
)	Meeting minutes that reflect that		been made to the Oversight Review	relating to the Oversight Review	
Qwest implemented Section	the Redesign Team reached		Committee.	Process. This web site is located	
18 as agreed to by the	agreement on this section of the			at:	
Redesign Team.	Owest Wholesale Change			http://www.qwest.com/wholesale	
	Management Process document			/cmp/coc.html	
	can be found at the following				
	URL:				
	http://qwest.com/wholesale/cmp/				
	redesign.html (see CMP Re-				
	Design Meeting Minutes for				
	September 12-13)				